



# QUALITY POLICY



## **QUALITY POLICY**

It is the policy of Affordable Facilities Limited to provide our clients with a high quality service. The overall policy of the company is to provide the people, organisation and resources to supply our clients with a service that satisfies their requirements in every respect. Furthermore, it is Affordable Facilities Limited's policy to continually improve our quality by monitoring, measuring and enhancing our Quality and Procedural System.

Affordable Facilities Limited operates a Quality Management System that has gained BS EN ISO 9001:2008 certification, including aspects specific to the scaffolding services.

Implementation of the Policy and Quality Management System is the responsibility of every member of staff, starting with the Managing Director, who takes policy decisions which enable the correct action to be implemented throughout the organisation.

Affordable Facilities Limited is committed to:

- Developing and improving the Quality Management System
- Continually improving the effectiveness of the Quality Management System
- The enhancement of customer satisfaction

Affordable Facilities Limited has a continuing commitment to:

- Ensuring the customers' needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicating throughout the organisation on the importance of meeting customer needs and legal requirements
- Establishing the Quality Policy and its objectives
- Conducting Management reviews of the effectiveness of the implementation of the Quality Management System
- Ensuring the availability of resources.

The Quality Policy has the full support of all Management and Operatives. Together, with Quality Assurance Procedures, this ensures that activities are controlled in a manner compatible with achieving the required service levels and obligations effectively. It is mandatory that all staff adhere to the procedures in order to achieve a consistent approach to Quality Assurance.

This policy will be reviewed in April 2017 but Affordable Facilities will continually endeavour to improve our practices.

Signature of person responsible for policy:-

**Signed:**



8/4/16

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**Date:** ..... **08/04/2016** .....



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